

Administrative Management - Facilities Management - Selected Text Responses

How does your Agency forecast demand for facility space?		Response Percent	Response Total
			28
	Treasury has a limited amount of space which we lease from DGS in the Monroe Building. If additional work area is needed, we reconfigure our current space. A forecast of space would be based on number of people on staff.		
	Based on anticipated FTE levels		
	We do not manage any facilities.		
	The Department of General Services (DGS) governs this.		
	No		
	We are in a State Owned Building managed by the Department of General Services, DGS. If we need additional space I contact them. Our space needs are based on the number of FTE's, P-14's and Contract positions.		
	Responsibility for determining and documenting space needs are based on the requirements of the program for which space is to be sought. Prior to solicitation for leased or capital improvement we first determine whether opportunity exists or space available in existing facilities owned or leased by the Commonwealth.		
	Strategic Plan drives need. Six year capital outlay planning is used for projecting needs.		
	Square footage is controlled by authorization by the National Guard Bureau based on standards and usage requirements. The Commonwealth has never come close to the total square footage authorized.		
	The agency conducts an annual review of needs to include a forecast of the juvenile population. Administrative assessment of this review determines future demand for facility space.		
	Office space is generally static. Warehouse facility space is based on forecasts of product movement. Retail space needs based on demographic research and financial analysis.		
	na		
	By FTE and program requirements		
	strategic planning and biennial budgeting.		
	It is based on the # of employees in a certain location, we occupy leased space which is obtained through the state guidelines issued and maintained by the Department of General Services Real Estate Division		
	Space needs and facility demands are forecast through a 10 year master plan development process that includes, in part, surveys to state agencies in the metro-Richmond area that establish the basis of agency 5 and 10 year space need projections.		
	There is an annual forecast that is performed by a consensus forecasting committee comprised of the Department of Corrections, the Department of Planning and Budget, and numerous other agencies. The Secretary of Public Safety issues the forecast of State Responsible inmates each year. Once the forecast is completed the Department prepares a Master Plan that identifies the need for bed space within DOC based on the Forecast. This Master Plan is reviewed and developed with DPB, Senate Finance and House Appropriations staff and is utilized by DOC to prepare our Capital Budget submission.		
	Administrative space (e.g. offices) is based on personnel staffing levels.		

	Operational and recreational space at our parks is based on a state park master plan. Once the facilities are built, demand is monitored based on peak seasonal demand for the park facilities. Demand is forecasted based on historical data captured through our central reservations center and through records kept at individual parks for rentals not made through the central reservations center. Based on enabling legislation in the Code of Virginia, 10.1-200, 10.1-200.1 and 10.1-201, the Director is authorized to acquire by gift or purchase or by the exercise of the power of eminent domain, areas, properties, lands or any estate or interest therein, of scenic beauty, recreational utility, historical interest, biological significance or any other unusual features which in his judgment should be acquired, preserved and maintained for the use, observation, education, health and pleasure of the people of Virginia. This mandate transcends the traditional concept of demand for space.		
	We review current usage, anticipated demand and growth for staff/equipment/inventory/employee parking		
	We do not forecast demand. Instead, as the need arises, we seek additional space.		
	Based on Capital Project Planning and Approval		
	Executive Management Decision		
	Constituent surveys, state outdoor recreation survey, internal discussion.		
	We use the current sq.footage allowable for each full time employee (FTE) of 210 SF and based upon our approved employee level plan for that required space. We also evaluate the type of work and equipment the employees will use in the planning of the space. We conduct master planning on a regular basis.		
	Facility space is either built or leased according to our current staffing levels or program requirements. Lease or built space is not usually obtained allowing for future growth.		
	Demographic analysis, analyze transportation patterns, survey, state leadership concerns and desires.		
	Historical data and canvass of fire departments statewide.		
	VMFA has a master site plan developed with the assistance of a consultant who specializes in museum space planning. In terms daily demand, the museum forecasts its space demands thru studies of its art collections and the requirements to display it for the public and store it for the future, and to accomodate public visitation rates that are influenced by the art on display and special shows that may be in residence at any particular time.		
Total # of respondents 29 . Statistics based on 28 respondents; 0 filtered; 1 skipped.			

How does your Agency procure space?		Response Percent	Response Total
			27
	Treasury leases space in the Monroe Building from DGS.		
	Using DGS/State guidelines		
	All our offices are in state buildings.		
	Through DGS.		
	New space is needed due to age of facility and is being considered through capital outlay process.		
	Acquisition by Lease under the guidelines outlined from the Division of Real Estate (DGS). Capital Improvements (Constuction): Our Agency develops a six (6) year plan for Capital Projects. VDACS submits our Capital Budget Requests (CBR) with priority indicated in late spring. Capital budget is reviewed by Dept of Planning and Budget for possible inclusion in the Governor's budget. New capital projects originate from the agency capital budget request submitted each biennium or legislative initiative during annual sessions of the Virginia General Assembly.		
	Agency staff in past have solicited office space when needed in the commercial market, using competitive bidding. Agency also colocates with county government. Many local governments provide free space. Agency owns majority of its offices.		
	Capital Building projects, lease, donation, Brack properties, surplus space from other governement agencies.		
	The agency submits Budget and/or Capital Outlay request for space. This space is procured or constructed by the agency upon receipt of appropriated funding.		
	Standard DGS approved process utilizing RFP's		
	na		
	Competitive lease advertisements for non state owned space		
	competitive negotiation for regional office space		
	By following the guidelines issued and then approved by the Dept. of General Services Real Estate Division for leased space.		
	DGS operated facilities are owned by the Commonwealth. Facilities are purchased and occasionally leased as best determined to suit the needs of the occupying agency. Property purchases and leases are handled by the agency's Division of Real Estate Services.		
	On the Institutional side of DOC, generally bedspace projects are requested through the capital budget process and approved by the General Assembly. The projects are funded and then constructed. On the Community side, most of the Probation and Parole offices occupy leased space. Most Detention and Diversion Centers are in Department owned buildings. Leases are procured using policies and procedures issued by the Department of General Services, Real Estate Services.		
	For office leases we now go through the Dept of General Services, Division of Real Estate Services. This is a requirement under Executive Order 75. For additional facilities/structures on our state parks, we contract to have them built through the normal bid process. State Parks also acquire real property and facilities by gift, purchase or lease related to the legislative mandate referred to in 2 above.		
	We are required to go through DGS.		

	Through the DGS facility leasing process.		
	Through the Department of General Services and Bureau of Real Property Management		
	Mandated DGS Requirements		
	Standard state procurement process.		
	There are several avenues to procure space. If we already own the land or if we purchase land we can build our own buildings, where we have existing buildings we can renovate or construct additions to these buildings, if lease space is available either public or private space we can lease. We follow all Department of General Services procedures and requirements.		
	This agency uses the Department of General Services, Division of Real Estate Services to procure space, unless it is construction which is than handled through our normal capital outlay process.		
	Competitive procurement. Bound by DGS guidelines		
	OSQ submittal through DGS		
	In keeping with its master site plan, the museum procures space through capital construction funded by public and private sources and through spaces leased from the museum Foundation.		

Total # of respondents **29**. Statistics based on **27** respondents; **0** filtered; **2** skipped.

How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?		Response Percent	Response Total
			28
	We do not track facility assets as the land, building and improvements are owned by DGS from whom we lease.		
	FAACS,agency Access Data Base, State LAS system and State Department of Treasury Risk Management system		
	N/A		
	The office building is owned/managed/maintained by DGS. The CSB group homes are recorded in the State's FAACS system.		
	Capitalized buildings and equipment are tracked through FAACS. All space "assignments" and uses are maintained in a excel file by sq footage for statistical reporting purposes		
	N/A		
	Internal Facilities Operation/Management Plan has been developed to provide guidance on the development, maintenance and operation of facilities owned and proposed by the Department of Agriculture and Consumer Services. System in place to track building systems/controls, building shell,utilities,roof systems,incinerators, parking space life cycle and maintenance history.		
	FAACS and DOF Information Management System.		
	Fixed Asset system and manual spread sheets.		
	Assets are tracked by Facility Administrators thru monitoring,inventory control and FAACS. Additional Administrative oversight is provided by units from the Administration and Finance Division (i.e.Capital Outlay,Accounting,Materials Management).		
	in-house system		
	FAACS		
	We use an electronic fixed asset management system in to DMME's ERP		
	Commonwealth's fixed asset system FAACS or LAS for leases		
	Though the Commonwealth of Virginia's Leased accounting system and through DEQ's Oracle Financial Systems fixed asset system		
	The Dept. of Treasury maintains a property tracking system titled VAPS. PLATS is a property record system managed by DGS. Space assignment at the Capitol Square Complex is managed using a records management process of leases, space assignment plans, and data files.		
	We utilize the statewide FAACS system. We also utilize a Computerized Maintenance Management System throughout all DOC facilities that helps us track major assets. On the older facilities we have started a systematic facility condition assessment that identifies all of the major building systems. This is a computerized system that allows us to update the information when an update is		

needed. The company that was hired to provide this service for DOC is VFA. We do not intentionally track building space such as lab space, hazmat storage, special purpose rooms. In some cases, however, we could determine the type of space through the building name listed in FAACS, i.e., there would be a Hazmat Building listed which would obviously be hazmat storage space. Many of our buildings have multiple uses and we would have to measure areas from floor plans to determine the amount of space for each function.

	Through the Commonwealth's Fixed Asset Accounting and Control System (FAACS). We also have a local database for tracking land assets.		
	FAACS and VAPS		
	VAPS (Virginia Agency Property System) - Dept of Treasury system; FAACS (Fixed Asset Accounting System) - Dept of Accounts; Lease Accounting System - Dept of Accounts		
	State Fixed Asset and Accounting Central System		
	Fixed Assets Accounting System		
	Through asset management system.		
	We maintain the Fixed Asset Accounting & Control System on a daily basis, the FAAC system contains land information, building and other infrastructure related to the site. The system does not track the usage of the space but is located on the plan sheets, major building systems are only shown on as build plans and are not independently tracked.		
	We use the Fixed Asset Accounting Control System. The assets are also tracked through the DGS inventory control system.		
	FAACS system. Agency facilities data base (oracle).		
	FAACS		
	We list our real property assets on the state's FAACS and VAPS systems plus a database of the internal subdivisions of each building. Major building systems are tracked through a maintenance management system.		

Total # of respondents **29**. Statistics based on **28** respondents; **0** filtered; **1** skipped.

How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?		Response Percent	Response Total
			28
	No. DGS and the building manager would be responsible for this function. Work related accidents would be reported to the building manager if a result of an unsafe condition.		
	Using State Risk Management Procedures and periodic agency safety and fire inspections		
	N/A		
	DGS is responsible.		
	There is an incident reporting system monitored daily. Hospital instructions describe reporting and notification methodology.		
	N/A		
	Adherence to the Guidelines set by governing authorities to include but not limited to: OSHA, Chesapeake Bay Watershed Development Policies and Guidelines, Department of Conservation and Recreation/ Division of Erosion and Sediment Control/ Division of Stormwater Management and the Department of Environmental Quality. Submission of an Environmental Impact Report is required for any project or real property acquisition which cost \$100,000.00 or more.		
	B&G Superintendent makes inspections of DOF buildings. Each facility also assigns one person responsible for facilities and requires reporting to B&G Superintendent.		
	Our Facilities section has about 20 people that all they do is go around and find problems and then find solutions to correct the problems, especially in the environmental area. Also, NGB has reporting systems and standards that when not met require special reports.		
	Facility Administrators and personnel monitor and manage environmental and other risk. Additional Administrative oversight is provided by DJJ Divisions (i.e. Office of Deputy Director Institution, Capital Outlay, Certification). Accidents/Incidents are tracked and reported thru the Administrative chain of command in accordance with written procedure.		
	No real hazards for line of business. Do not track.		
	Maintain M.S.D.S. data sheets for hazardous chemicals Sumped fuel removed by vendor Contact Dept. of Environmental Quality and Capital Region Airport Commission		
	DMME staff complete quarterly safety inspections. Safety problems are reported to DMME's Office of General Services for repair or other needed fixes. DMME has a gasoline tracking system at its garage facility, including daily flow checks, external review of flow check data, and annual tank testing. Any leaks would be reported to the Department of Environmental Quality as required. DMME also addresses hazardous materials management in its Safety and Health Plan.		
	Agency has established safety policy which is in place at headquarters and under development for other facilities.		
	All accidents are reported to our Human Resources Department.		
	Programs are maintained by the agency supporting recycling, hazardous material handling and disposal, environmental protection, and safety in the workplace that meet applicable regulatory policies and procedures.		

	<p>The Department has set up a new subsection in our Environmental Services Unit. The new unit is a Pollution Prevention Unit. A statewide environmental assesment was performed by a group of consultants and the data was logged into a database. A fund was set aside from the Department's operating budget to allow the necessary corrective action to begin. This work is underway. A new Capital Project was requested and has been approved and funds appropriated by the 2005 General Assembly to allow this work to continue. There are regional pollution prevention managers and each institution has an institutional safety officer that tracks these types of issues and reports accidents and incidents.</p>		
	<p>If a hazard/risk is identified it is reported in accordance with procedures established by the Dept of Environmental Quality.</p>		
	<p>Follow EPA/OSHA regulations. The agency has safety plans and procedures for state/federal regs. The Department has established an Environmental Unit responsible for ensuring Agency compliance with EPA guidelines for environmental protection and pollution prevention.</p>		
	<p>We do not monitor/manage environmental/other risks at our facilities. We do not have a process for tracking/reporting accidents/incidents.</p>		
	<p>Incident reports are filled out by the appropriate person and/or persons. A copy is given to the Administrator and Department Manager of the facility. Patient incident reports are reviewed by the Medical Director and Safety Committee at the facility and Employee Injuries are reviewed by the Safety Committee.</p>		
	<p>Annual air and water quality testing, as well as fire and safety systems at the required frequencies. Accidents are reported to our Human Resouce Office.</p>		
	<p>Have risk management person that monitors issues and conducts sample inspections.</p>		
	<p>Safety Data Sheets are retained at each site, our internal safety officers review facilities and report deficiencies and monitor corrections. Our internal environmental sections statewide work closely with all facility locations to identify environmental issues. Statewide our Capital Outlay section works in conjunction with the Environmental section to identify potential and existing environmental risks for all facilities and develop corrective actions or future improvements. Accidents/Incidents are reported based upon the type, environmental is reported to our Environmental Section, physical injury is reported to our Safety & Health Division, facility is reported to the facilty manger.</p>		
	<p>We work with the Department of Environmental Quality to assure that our risks are as low as possible. We report any incidents to DEQ for correction and compliance. We manage other risks with SP forms, insurance reports and special safety committe assignments to lower the risk.</p>		
	<p>Contract for internal air quality analysis. Asbestos/lead testing prior to construction/renovation. Test for UST's.</p>		
	<p>Currently we have no enviromental risks.</p>		
	<p>The Museum has several policies in place that address environmental and other risks. They are Museum policies #1-04/Occupational Safety and Health plan, #5-96/Emergency Procedures and #1-99/Emergency Disaster Plan. A formal written report is taken of the incident and disseminated to the various departments who have direct responsibility for the reported incident. For injurys, the museum maintains an OSHA log and employee first report</p>		

Total # of respondents **29**. Statistics based on **28** respondents; **0** filtered; **1** skipped.

What is your Agency's process for managing work orders or maintenance requests?		Response Percent	Response Total
			25
	Notify DGS of work that needs to be addressed and follow-up by procurement unit to ensure completion.		
	Manually		
	We are in state run buildings. We call DGS for needs.		
	Responsibility of DGS.		
	Requests are phoned in or submitted by web link to the work center. The work center then creates a work order and issue it to the appropriate shop. Currently use MP2 computerized maintenance system by Datastream. Q A reports are generated from the data in MP2 and reviewed by management.		
	<p>The work order process includes procedures for planning work orders; scheduling, assigning and completing them; and measuring results.</p> <p>Planning- Written request for routine request, verbal accepted for emergency request. There are many ways to perform repairs, from a simple fix to a major overhaul. Method decided safety needs, permits (if required), tools, and equipment are planned.</p> <p>Scheduling, Assigning and Completing Work Orders- Schedule job according to priority, assign to VDACS Trades Technician or private vendor according to skill required.</p> <p>Measuring Results- Accomplished by means of various control reports used to track performance, coverage delays, and cost per standard hour used.</p>		
	B&G Superintendent manages all repairs. Employees located in regions and other units handle small repairs.		
	the most serious are acted upon first, others are processed as received.		
	<p>Facility staff complete Work orders (WO) and submits or faxes it to the Facility Maintenance Unit (FMU). Note: Emergency WO are submitted verbally. The FMU reviews, prioritizes the WO and assigns it to a maintenance staff member (MSM). Upon completion the MSM documents the action taken on the WO which is then reviewed and filed.</p> <p>In facilities where an automated WO system exist various management reports are distributed and reviewed periodically.</p>		
	Ad hoc, email based process		
	manual		
	Maintenance requests are submitted via e-mail and prioritized by the facility maintenance staff.		
	The maintenance requests are sent to the landlord by either telephone, e-mail or the landlords web-based system		
	Work order processing for the Capitol Complex is automated. Approximately 50% of customer service calls are handled through a web based order deliver program called First Service. A CMMS program provides the automation platform for all other work orders. Time and materials are accounted for by work order in the CMMS program.		
	Work Orders are submitted via a web based work order submittal system by any requester. The work request then can be managed via our CMMS providing		

	feedback and work order status to the requester.		
	Each of our field locations design their own system for managing repair and maintenance requests. Problems are identified through customer complaints, staff discovery of problems, or periodic inspection of facilities. When a problem is identified, relevant staff determine if park staff can handle the repair and what supplies/parts will be needed. Or a vendor may be contacted to make repairs our staff cannot handle. If the repair involves public safety or a facility that cannot be rented or used by the public until the problem is corrected, that repair will have priority over other projects.		
	Requisitions are entered in our internal system, approved by supervisors and contracts are created as needed.		
	Requests are called in or e-mailed, and staff takes appropriate action.		
	Request is filled out. Copy stays with requestor, copy to the Administrator, and a copy to Maintenance.		
	E-mail with the more critical the requests first; otherwise first in, first out.		
	The process is handled differently by each district office, the majority are handled by phone calls into the facility manager for repairs, some locations write up work requests by email		
	Work orders and maintenance request or usually handled by either the Building & Grounds Supt. or the Capital Outlay Program Director. They are handled in accordance with a priority basis and available funds allotted for these purposes.		
	Submitted and tracked electronically; appropriate approvals required; work undertaken by in-house technicians or competitively procured contractors.		
	FIFO		
	We use Ultimate, a commercially available, adapted by the museum, computerized work order system for HVAC, Electrical, and Housekeeping Departments for scheduling preventive maintenance. We use our E-mail system for repairs and problems reported by museum staff.		

Total # of respondents **29**. Statistics based on **25** respondents; **0** filtered; **4** skipped.

How does your Agency monitor the quality of services provided to your facilities' tenants?		Response Percent	Response Total
			26
	If the quality of services supplied by DGS below what is expected based on a complaint or suggestion, the issue is directed to the DGS building manager.		
	Informally		
	DGS responsibility.		
	Survey and Q & A reports		
	Training- Provide basic training to maintenance staff to develop their skill level, safety and job knowledge. Provide detail specifications and quality control inspections for acceptable quality output. Maintenance control reports provide management with the information needed to evaluate the effectiveness and quality of service. Tenants (end users) are encouraged to participate in the evaluation process for both VDACS maintenance staff and private sector vendors.		
	Surveys, performance evaluations, contract administration, and regular communications.		
	How many times the commander complains and how many time other users complain,		
	Facility Administrators are responsible for supervising and managing facility operations to include "quality of services".		
	Internal email.		
	na		
	Quarterly customer satisfaction surveys of Office of General Services support - Target 90% or greater satisfaction.		
	n/a		
	N/a		
	Maintenance teams monitor their assigned buildings, track work order completion and interact with the customer on a daily basis for feedback. The First Service order system allows for customer feedback.		
	This is monitored through communication with the facility Unit Head.		
	For those facilities rented to the general public as part of our recreation mission, we encourage customers to notify us immediately of any problem that needs to be rectified. Customers also are provided a survey card to send in and report problems that staff do not handle to their satisfaction.		
	Vendor complaint forms		
	We do not monitor the quality of services.		
	N/A		
	Electronic Service request System (Leased Facility) and supervisor follow up.		
	Some inspections and occupant complaints.		
	Contracts for facility maintenance/repair/custodial are assigned contract administrators who are responsible for ensuring quality delivery of goods/services received.		
	This agency's only tenants are its employees. Normally the employees will notify us in memo form if there is a problem with a facility. We also make routine inspections of all the facilities to make sure they are in good working order.		
	HQ - by Building Superintendent. CSC and MCSC - Facility manager monitors		

	performance in accordance with contract specifications, information is then provided to service contract administrator for contract compliance review.		
	NONE		
	Visitor Comment Cards, e-mail from staff. Quarterly e-mail sent to remind staff of the various B&G Department responsibilities and manager to contact for specific needs or problems.		

Total # of respondents **29**. Statistics based on **26** respondents; **0** filtered; **3** skipped.

How does your Agency monitor energy consumption and conservation?		Response Percent	Response Total
			26
	This is the responsibility of DGS.		
	Based on State DMME guidelines		
	DGS		
	The amount above is included in the total amount reported for maintenance which includes utilities, repairs and staffing. Power plants are monitored by BTU input to BTU steam output. Energy is converted to BTU and then compared to historical data and square footage data.		
	All facilities have implemented ongoing operations and maintenance (O&M) procedures to maximize energy efficiency. Energy Star guidelines utilized when upgrading energy using systems to improve building energy efficiency. All new construction and major renovation projects meet or exceed the energy efficiency standards of ASHRAE 90.1, in accordance with the Capital Outlay and Procedures Manual. To implement programs and procedures that ensure the efficient use of energy in Special Requirement Requirement operations. Utilize State Cooperative Procurement utility and fuel contracts. Monitor and review energy provider accounts to determine if the "Present Rate Schedule" is the most economical.		
	DOF reports all energy costs via DMME Energy Website.		
	Currently soliciting proposals to address energy concerns. Monthly reports are prepared and sent to NGB.		
	Facility Administrators along with their Business Managers monitor expenditures to include "energy consumption". Additionally the Administration and Finance Division Budget Unit conducts quarterly expenditures analysis which are reviewed and monitored by Department Executive staff.		
	Not monitored		
	Energy Management System/ Maintained by Virginia Department of Mines, Minerals and Energy		
	Agency staff monitor monthly billing for utilities and periodic coal purchases. We report utility consumption using the DMME Division of Energy's energy use reporting tool. We also have modeled our facility using the federal Energy Star Building tool and used internal energy efficiency program staff to identify new energy conservation opportunities. All cost-effective opportunities are implemented.		
	n/a		
	By tracking the usage from the utility bills. We also have an agency energy plan and environmental management system.		
	The agency embraces an Energy and Water Conservation Policy last updated Dec. 17, 2002. Energy conservation projects are part of the capital improvement funding process. Metering and utility consumption auditing are systems used to		

	monitor utilities useage.		
	We file monthly reports with the Dept of Mines, Minerals and Energy to monitor the overall consumption. The Department has implemented as series of Performance Contracts to begin a systematic process of energy conservation statewide. We are, as equipment is replaced, utilized more energy efficient equipment for the new equipment.		
	Energy "consumption" is not monitored, however, energy "costs" are monitored at the local level. The agency also enters data into the Dept of Mines, Minerals, & Energy "EnergyTracker" system.		
	n/a Most facilities are located in prisons and are not metered. See Department of Corrections response.		
	We do not monitor.		
	Monitor Utility Bill Monthly		
	Comparing previous month/year and factor weather conditions. We monitor conservation through management plans and visual inspections.		
	Primarily through cost.		
	At this time we are only collecting energy data, no formal energy monitoring system is in use.		
	All charges for energy consumption are reviewed by the Property and Finance Division prior to approval for payment. Charges are also reviewed to make sure significant increases in consumption are monitored and corrected if they occur.		
	Utility costs and useage data is collected and reported to DMME. Faser software program used for energy tracking. The building automation system monitors HQ energy consumption		
	N/A (DFP participates actively with landlords agents and other state agencies in their initiatives.)		
	Computerized Building Automation System, Excel spreadsheets, DMME Energy Tracker		
Total # of respondents 29 . Statistics based on 26 respondents; 0 filtered; 3 skipped.			

Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.		Response Percent	Response Total
			24
	Title 2.2, Chapter 43 of the Code of Virginia - Virginia Public Procurement Act and DGS building operation and tenant procedures or regulations may apply.		
	None known		
	DGS		
	-compliance with safe medical device act as well as any osha standards -BCOM has strict standards in regards to maintenance/renovations and permit processes		
	The regional animal health laboratory system in Virginia consists of 5 laboratories. Each of these facilities is responsible for diagnostic and regulatory testing that supports the agricultural and veterinary communities across the Commonwealth. The testing also serves to provide an early warning system for the introduction of foreign animal and zoonotic (affecting both human and animals) diseases into Virginia and the United States, whether by natural introduction, inadvertent introduction, or a deliberate act of bioterrorism. For example, the first case of Foot and Mouth Disease or Anthrax in a Virginia animal would likely be diagnosed in one of our regional laboratories. The security level is high in these facilities. Also, they have specialized equipment, i.e. incinerators to destroy animal remains and large hoists in the necropsy rooms.		
	NONE we are aware of to date.		
	Yes the NGB regulations have some very specific requirements for building construction and management		
	Reengineering of the business process may be considered as long as we meet state or federal laws related to incarcerated juveniles; life, health and safety standards; and water/waste water regulations.		
	No		
	Yes Aircraft Hangar in secured area of Air Carrier Airport/ Regulated by Federal Aviation Administration		
	No		
	Yes, the signed lease between the Agency and the landlord		
	Not to our knowledge.		
	None known.		
	n/a OSHA/EPA must be considered.		
	We are not aware of anything that would restrict the reengineering of this business process.		
	No		
	Yes. Internal Revenue Service. Securing federal tax data to include limiting access to only authorized personnel (this also excludes most, DEpartment of Taxation employees with no need to know.		
	Many of the facilities and land have been purchased with federal grants which have specific requirements.		
	none that we are aware of		
	Not aware of any.		

	Certain processes in CSC's require approval of the Federal Department of Justice.		
	None Known		
	We do not know of any laws or regulations that would restrict the ability to reengineer.		
Total # of respondents 29 . Statistics based on 24 respondents; 0 filtered; 5 skipped.			

If you have any other concerns or comments about this functional area, please include them here.		Response Percent	Response Total
			17
	Treasury's procurement area is responsible for facilities management. This is a small part of that job and mainly involves notice to the DGS building manager of issues that need attention. The DGS building manager is very responsive to tenant requests or concerns and we are pleased with this service.		
	n/a		
	-capital needs and planning are not adequately addressed or funded on a routine basis to ensure continuity of operations at most efficient costs -planning processes are lengthy and cumbersome -attempts at PPEA's are uncertain due to inability to know all long term needs of the agency in terms of space and environment		
	Currently the Facilities Section is responsible for development and management of the agency capital and facility/operation budgets, capital outlay planning and project management, management of agency construction and repair projects, maintenance and operation of VDACS facilities statewide, management of the agency lease function and planning and management of the Department's telecommunication systems. Agency owned space is now in excess of 260,000 sq. ft.		
	DMA is far behind in maintaining Armories. We are widely know as slum lords, which makes recruiting and retaining quality persons much more difficult.		
	A significant portion of maintenance and renovation funds are included in several cost centers. Given the short time for survey response, these could not be broken down.		
	na		
	None, the system works well for our needs		
	None at this time.		
	Question #18: As reported in the APA Review of Deferred Maintenance, issued Dec 2004, DCR has \$197,710,000.00 of estimated total deferred maintenance costs. Question #21: This is not a budgeted amount but actual expenditure amount for FY04 for all utilities; Electricity - \$787,202; Fuel Oil - \$23,464; Natural Gas - \$71,172		
	Questions 16 & 17) The answer to these questions is "unknown". We do not track that information. Question 20) We do not budget at the detail level that is needed to answer this question.		
	N/A		
	In Question #17 the answer is unknown not \$0.00. The question will not permit such an answer. We have no system or data to calculate the cost per maintenance / service request. We are not servicing multiple agencies or locations just TAX. The cost of such a system does not seem a valid expenditure, rather it could be used more effectively in actually completing the request.		
	In regards to question 18 for deferred maintenance, please see the APA Interim report dated December 2004, Review of Deferred Maintenance in the Commonwealth		
	DMV spends the bulk of its budget on personnel, technology and facilities. We		

operate and maintain over 85 facilities statewide. Facilities are essential to delivery of customer service. The the selection, operation and maintenance of DMV facilities are a DMV core function. We welcome any suggestions for improving our systems for managing facilities. However, decisions on facilities operation should be reserved for DMV.

Questions #11, #12, #14, #18 and #21 under "full-service leasing," DFP as "tenant" is not so responsible.

In the past we have privatized certain areas of the museum's operations such as security and groundskeeping services. At that time we considered privatizing housekeeping, but decided that the nature of the work to be completed and the skills required to work around fine art necessitated our maintaining an in-house staff to provide these services.

Your question 11 did not permit breaking down total expenditures by type. The personnel and nonpersonnel costs for each of the areas are:

Function	Nonpersonnel	Personnel	Total
Housekeeping	\$42,000	\$366,764	\$408,764
Security	\$1,636,476	\$238,022	\$1,874,498
Maintenance	\$277,000	\$1,237,883	\$1,514,883
Repair	\$78,939	0	\$78,939

Total # of respondents **29**. Statistics based on **17** respondents; **0** filtered; **12** skipped.